



TELECOMMUNICATIONS DIVISION

AGENCY TELECOMMUNICATIONS REPRESENTATIVE

BULLETIN 04-02

DATE: May 14, 2004

SUBJECT: CUSTOMER SERVICE REFERENCE (CSR)

ACTION:

- Distribute copies of this bulletin to all Agency Telecommunications Representatives, to Accounts Payable and/or Telecommunications staff who review and/or pay SBC State Integrated Billing System (SIBS) telephone invoices, and to management and others as appropriate.

BENEFITS:

The Customer Service Reference (CSR):

- Provides detail on products and services to assist CALNET customers with invoice validation.
- Identifies current circuits, along with their location and cross-reference information.
- Provides detail on billed and unbilled components.

KEY POINTS:

- Starting with the June 2004 invoices, CALNET customers have the option to receive a CSR with their invoices.
 - The CSR will only include SBC detail. (CSR information from MCI is not available.)
 - The CSR will be available in all media formats (Electronic Billing System (EBS), CALNET CD, and paper).
- The SBC account teams and Customer Sales and Service Centers are communicating with customers regarding the CSR, and the ordering process.
 - A form to request CSR detail can be downloaded from <https://ebiznet.sbc.com/calnetinfo/>. At the CALNETInfo website, on the menu at the left, select either "What's New?" or "SIBS Alt Media". For your convenience, a copy is also attached to this bulletin.
 - Customers have the option to receive the CSR monthly, quarterly, or annually by specified Bill Payer Number (BPN). The request form only needs to be submitted one time. To initiate CSR service, complete the CSR Request Form and e-mail it

to the SIBS Technical Support Team at SIBSTech-Support@sbc.com, or fax it to them at 1-888-486-0688.

- Order forms received by the SIBS Technical Support team prior to the 5th working day of the month will begin CSR detail information on the invoice for that month's services. For example, order forms received by June 5th will reflect CSR detail on the June SIBS invoice. Order forms received after the 5th of the month will reflect CSR detail beginning with the July invoice.

BACKGROUND:

The availability of CSRs was part of the SBC legacy invoice and utilized as a tool for invoice validation. When invoices for CALNET customers were converted from the legacy system to SIBS, the resulting detail was not sufficient to adequately validate the invoices.

Due to CALNET customer requests, the DGS worked with SBC and the SIBS Advisory Committee members to add the CSR detail to SIBS invoicing. In February 2004, the proposed CSR detail was provided to twenty-one state and local government agencies as a pilot project. The results of the successful pilot were incorporated into the CSR detail format, and the revised SIBS invoice is now ready for release statewide.

To view previous ATR bulletins, refer to the DGS Telecommunications website at <http://sequoiapacific.dts.ca.gov> (click on Network Publications on the right side of the page, then scroll down to the ATR bulletins).

For questions regarding this bulletin and other telecommunications issues, please call the DGS-TD Resource Communications Center at (916) 657-9903 (CALNET 8-437-9903), and ask to speak to a Customer Account Manager.



BARRY R. HEMPHILL
Deputy Director for Telecommunications

BRH:rp

Attachment: CALNET SIBS Customer Service Reference Request Order Form

Agency name
Requestor's name
Telephone number

	Extn	

Submit completed form to SIBS
Tech Support
email: sibstechsupport@sbcb.com

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